



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts March 2016

Why is the same dough recipe used for Chumuth and popovers? Shouldn't they be different? Thanks for asking, but they are indeed different, although very close. At the very least, the popover dough has leavening that the Chumuth does not. It may seem we are using the "same dough" for both, but we are not. Hope this information helps.

The windows in the Café always seem dirty, fingerprints, streaks. Can they be cleaned more often? The windows in the Café get dirty and they seem to do it quickly. Main problem is glass windows get dirty in the desert with blowing dust as main culprit. Added challenges for the Café include children (fingerprints) almost daily, and 500 customers a day. With nearly 500 separate glass surfaces of varying sizes and shapes, keeping them all clean is more than challenging. Complete cleaning is contracted several times a year. Spot cleaning is done weekly. Hope this information helps.

What about having a fruit juice bar one day? We received several requests for this, thanks for suggesting. Another item we'd like to try as a "special item offering" is Sushi. So watch for Sushi and a Fruit Juice bar in the near future!

What ever happened to the monthly evening meals? Will you bring them back? Thanks for asking and glad you liked them. There are several logistical issues with the evening meals, including staffing (overtime, fatigue), scheduling (a lot of activities in the Community that conflicted) and the weather (HOT IN THE SUMMER), to name a few. The more we held, the lower the attendance. Not to say we'll never have again, but none are scheduled in the near future.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- We received MANY positive comments about team puzzle challenge, "fun; have more often; thanks"
- Love all the contests (but never win; several such "good natured" comments regarding all contests)
- Salmon is great!! Please don't change this item! Great to know it's there every day.
- China Mist fresh-brewed tea daily is much tastier than the "fountain" tea. Thanks for brewing 4 teas daily.
- Salad dressing and "toppings/condiments" variety is awesome
- The variety of soups is excellent & Ernesto does an amazing job; Ditto with the "dinner" entrees each day
- Dan Barolli is also quite excellent; he does an exemplary job managing the Café. Always willing to please or help
- Staff continues to be friendly, efficient & helpful.
- One grill cook made me a breakfast burrito after 9:30. I appreciate his effort and kindness.
- The young lady that is a cashier/beverage station is great.
- Dan was great in helping me with a custom catering order. Responsive and great suggestions.
- I am very happy to see more protein in the salad bar (hummus, black beans, whole grains).
- Thanks to cooks for meal time chats. Very friendly – several comments about good customer service
- Loved hot wings (several) – please have again soon!
- Suggest we have a "Carnival" day with carnival-type foods (corn dogs, funnel cakes).
- Thanks for adding the afternoon emails (several comments)
- Love Izzie – glad he's here at the grill
- Ernesto's Stew was AWESOME
- Peruvian Chicken was very, very good. Perhaps serve with boneless chicken next time.
- Have apple or cherry cobbler (or other hot desserts) any time
- Pizza is very good; margarita pizza was delicious
- Keep lettuce stocked in salad area – always running out
- PLEASE CLEAN MICROWAVES DAILY
- Would like to see hash browns covered – "they dry out and crunchy potatoes are gross"
- Chili tastes great – but still too many beans; try using different beans than kidney for variety
- Ordered hash brown patties, totally drenched with oil, could not eat, threw them away
- Every time I want chicken noodle soup, there is mostly juice in there
- Prices for items are not consistent, prices seem to vary depending on who the cashier is.
- Prices have gone up, quality and quantity have gone down (*actually, Café prices have not changed in a year; some have not changed in several years, i.e., salad bar*).
- Rice Krispy treats AND brownies both need to be moister and chewier, moister
- Please keep outdoor tables clean daily – it's getting warm and people will be heading outside
- What happened to the Posole? Haven't had in a while it seems (*time to bring it back more often! Stay tuned*)
- Can we offer Starbucks "Refresher" drinks? (*We'll check it out*)
- Suggest caffeine free tea (*more than 100 beverage choices, there is none! Will review, and see what we can do*)
- Really miss the incentives like punch card – reduce contest prizes, bring back customer rewards cards
- Need more Sugar Free items – and have them labeled as such. Not enough sugar free variety
- Suggest quiche Lorraine for breakfast (*we tried it once, did not sell. Maybe we'll give it another whirl*)
- The healthier the better – more cooked fresh veggies at the entrée station (as opposed to frozen or canned)
- Please consider including some sort of "choice" for contest grand prizes
- What about a big sign (perhaps at display table facing customers as they exit) with "tomorrow's specials"
- More Ribs and BBQ any time! What about Fried Chicken?

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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